	CTA Monthly Performance	2008 Monthly Target	Jan 2008	Feb 2008	Mar 2008	Apr 2008	May 2008	Jun 2008	Jul 2008	Aug 2008	Sep 2008	Definition
RIDERSHIP	Total Ridership (in millions)	47.9	39.4	39.4	41.7	45.0	45.6	44.7	46.6	45.6	47.1	Number of rides registered on the bus and rail systems. Rail ridership includes rail-to-rail transfers.
	Rail Ridership (in millions)	18.3	14.9	14.8	15.3	16.5	16.6	17.0	18.0	17.7	17.8	Number of rides registered on the rail system including rail-to-rail transfers.
	Bus Ridership (in millions)	29.6	24.5	24.6	26.4	28.5	29.0	27.7	28.7	27.8	29.3	Number of rides registered on the bus system.
	Total (Year to Date, in millions)	378.7	39.4	78.8	120.5	165.6	211.2	255.8	302.5	348.0	395.2	Number of rides registered on the bus and rail systems year-to-date. Includes rail-to-rail transfers.
	% Change Over Prior Year (Year to Date)	1.4%	-0.8%	4.5%	1.8%	4.2%	4.0%	4.4%	5.2%	5.4%	5.8%	Number of rides registered on the bus and rail systems year-to-date (including rail-to-rail transfers) divided by the number of rides registered on the bus and rail systems previous year, year-to-date.
ON-TIME	Rail Delays of 10 Minutes or More	78	132	86	83	94	91	97	89	93	72	Rail Delays of 10 minutes or more reported to the Control Center by an Operator, a Controller or a Supervisor.
	% of Slow Zone Mileage	N/A	16.8%	17.5%	16.9%	16.1%	14.7%	12.8%	11.3%	10.5%	8.8%	Miles of revenue track that have slow zones. Slow zones range from 6 mph to 35 mph.
	% of Bunched Intervals, Bus	2%	2.9%	3.5%	2.8%	3.3%	3.5%	3.4%	3.2%	3.3%	3.7%	Number of weekday bus intervals (time between two buses at a bus stop) that are 60 seconds or less divided by the total number of weekday bus intervals traveled during the month.
EFFICIENT	Mean Miles Between Reported Rail Vehicle Defects	3500	2659	2552	3221	3737	3896	3663	3678	3963	4215	Miles traveled during the month divided by the number of reported defects for the month.
	Miles Between Reported Bus Service Disruptions Due to Equipment (1)	3000	4069	3966	4475	4259	4097	3739	4186	3868	2869 (1)	Miles traveled during the month divided by number of reported service disruptions due to equipment for the month.
	Average Daily Percent of Bus Fleet Unavailable for Service (2)	13%	15%	15%	13%	13%	13%	14%	15%	15%	14%	Daily average number of buses unavailable for service for any reason divided by the total number of buses in the fleet.
	Average Daily Percent of Rail Fleet Unavailable for Service (3)	N/A	16%	14%	12%	12%	13%	13%	12%	13%	13%	Daily average number of rail cars unavailable for service for any reason divided by the total number of rail cars in the fleet.
	% of Facilities Work Orders Completed On-time (4)	90%	87%	88%	88%	96%	93%	93%	88%	92%	75.3% (4)	Percent of total Facilities work orders that were completed on-time.
SAFE	Bus NTD Security-Related Incidents per 100,000 miles	N/A	0.39	0.42	0.57	0.58	0.52	0.55	0.52	0.64	0.82	Number of occurrences of bomb threats, robbery, larceny, burglary or arrests/citations for fare evasion, trespassing, vandalism, and assault on the bus system divided by traveled miles divided by 100,000.
	Rail NTD Security-Related Incidents per 100,000 miles	N/A	1.7	1.4	1.7	2.4	2.3	2.1	2.6	2.2	2.3	Number of occurrences of bomb threats, robbery, larceny, burglary or arrests/citations for fare evasion, trespassing, vandalism, and assault on the rail system divided by traveled miles divided by 100,000.
	Bus NTD Safety-Related Incidents per 100,000 Miles	N/A	0.39	0.35	0.37	0.36	0.47	0.49	0.52	0.53	0.46	Any event where one or more of the following occurs on the system: an individual dies either at the time of the event or within 30 days of the event; one or more persons suffer bodily damage as a result of the event requiring immediate medical attention away from the scene; property damage in excess of $25,000.
	Rail NTD Safety-Related Incidents per 100,000 Miles	N/A	0.02	0.00	0.00	0.10	0.04	0.09	0.07	0.07	0.03	Any event where one or more of the following occurs on the system: an individual dies either at the time of the event or within 30 days of the event; one or more persons suffer bodily damage as a result of the event requiring immediate medical attention away from the scene; property damage in excess of $25,000.
CLEAN	Average Days Between Completed Rail Detail Cleans	14	23	16	11	20	21	23	23	20	19	Two month rolling average number of days between detail cleans on rail cars for those rail cars that were cleaned at least twice during the two month period. For example the Jan-08 data consists of the average days between deep cleans for rail cars detail cleaned between 12/1/07 and 1/31/08.
	Average Days Between Completed Bus Detail Cleans	14	30	29	25	26	22	19	14	13	12	Two month rolling average number of days between detail cleans on buses for those buses that were cleaned at least twice during the two month period. For example the Jan-08 data consists of the average days between deep cleans for buses detail cleaned between 12/1/07 and 1/31/08.
	% of Up-time for Rail Car Washers	95%	100%	100%	100%	93%	100%	99%	100%	99%	99%	Percent of total hours vehicle washers were operational during the month.
	% of Up-time for Bus Washers	90%	97%	98%	92%	95%	98%	96%	98%	95%	98%	Percent of total hours vehicle washers were operational during the month.
	% of Graffiti Work Orders Completed Within 7 Days	95%	98.4%	98.5%	97.6%	97.5%	97.0%	99.3%	96.3%	88.0%	100.0%	Percent of total graffiti work orders completed on-time during the month.
COURTEOUS	% of Elevator Up-time	98%	96.9%	98.5%	99.1%	98.8%	98.7%	98.4%	98.8%	98.7%	97.6%	Average hourly percent of elevators in service.
	% of Escalator Up-time	97%	97.7%	98.4%	97.5%	97.5%	97.4%	97.6%	98.2%	97.8%	97.6%	Average hourly percent of escalators in service.
	% of Customer Complaints Not Closed Out Within 14 Days	N/A	Began Tracking in April			10%	10%	7%	3%	6%	6%	Number of open and overdue complaints (complaints not closed out by a department within 14 days) as of the last day of the month divided by the total number of complaints received during that month.
	CTA Customer Service Hotline Average Wait-time (5)	0:02:00	0:07:39	0:05:55	0:02:41	0:01:50	0:01:55	0:02:33	0:02:22	0:04:41	0:06:21	Average number of minutes a customer waits on the CTA hotline before his/her call is answered.

Legend

- Meeting or exceeding target:
- Within 10% of target:
- Missing target by more than 10%:
- Measure does not have a target:

Footnotes

(1) New reporting procedure for in-service equipment breakdowns was implemented in September, procedure ensures that all breakdowns causing delays are captured.
(2) July % of bus fleet unavailable was revised from the original release of 11% to a corrected value of 15%.
(3) New measure that started being captured for rail in January 2008. Target has been set for 2009 at 13%.
(4) A new Facilities work order system was implemented mid-August; September was the first complete month that data was available from the new system.
(5) Shading for Customer Service Average Wait time is green if meeting or exceeding target, yellow if within 60 seconds of target and red if exceeding target by 60 seconds.